GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:6769
ANSWERED ON:08.05.2003
SERVING OF POOR QUALITY FOOD IN UP AND BIHAR BOUND TRAINS
BALIRAM

Will the Minister of RAILWAYS be pleased to state:

(a) the reasons for serving poor quality food stuff by the railway catering service in the Uttar Pradesh and Bihar bound trains such as Shramjivi Express, Lichavi Express, Shiv-Ganga Express and Sadabhavana Express and also the food stuff being served is less than the prescribed quantity; and

(b) the action taken by the Railways against the erring persons in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) and (b): Meals are supplied on running trains as per prescribed menu and rates. During the last three years, two complaints regarding food have been received on Shramjivi Express and seven complaints have been received on Lichchivi Expresswherein the licensee has been fined and warned. Shiv-Ganga Express is being managed by Indian Railway Catering and Tourism Corporation (IRCTC) on which no complaints have been received. Sadabhavana Express does not have pantry car services and catering on this train are managed through trainside vending. Time to time, Railways are taking various steps to improve services like purchase of standard ISI/FPO marked raw materials, frequent inspections etc.